GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1675
ANSWERED ON:09.12.2015
Overcharging by Telecom Companies
Chavan Shri Harishchandra Deoram

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has taken note of the cheating/overcharging the consumers by tele-companies through extra billing/false billing for dropped calls and unintended Value Added Services (VAS);

(b) if so, the details thereof;

(c) whether the Government has taken any action against telecom companies found guilty of such fraud;

(d) if so, the details thereof, operator-wise and the initiatives taken to protect the consumers in this regard; and

(e) whether the Government plans to set up an ombudsman for telecom sector to ensure consumer rights and resolve consumer complaints, if so, the details thereof?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (e) The information is being collected and will be laid on the Table of the House.